In Compliance with

Health and Social Care Act 2008

Service User Guide

Imperial Care UK Limited
T/A Holly Lodge Residential Care Home
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SERVICE USER'S GUIDE

WELCOME TO HOLLY LODGE RESIDENTIAL CARE HOME

INTRODUCTION & DESCRIPTION OF THE HOME:

Holly Lodge Residential Care Home provides a 24 hour residential care service for people with dementia and EMI. The home is registered with the Care Quality Commission. The home can accommodate up to 22 adults (both men and women) of any age with dementia and EMI. The home has been designed to a high standard and is fully furnished. It ensures that service user's needs are met in full according to their specific individual needs. The home has 3 lounges, a dining room, kitchen, toilet facilities, staff office and 20 bedrooms. 13 bedrooms are on the ground floor, all en-suite. Another 1 double and 4 single bedrooms are on the first floor of which 1 is en-suite, and on the second floor there are 2 bedrooms,one single bed room and 1 twin bedded room, botf of which are en-suite. There are communal bathrooms on all three floors. There is a large garden area to the side and to the back of the house. There are ample car parking facilities to accommodate family and visitors to the premises.

Family, friends and representative of the service user are always welcome to view our facilities and service at their leisure. Should you have any questions or wish to visit the home please do not hesitate to contact us for an appointment.

AIMS & OBJECTIVES

Holly Lodge has been established since 1988 and is registered for 22 adult service users of any age who are suffering from dementia. Anyone , including married couples or partners who become mentally incapacitated and require help with daily living is welcome to apply for a place at Holly Lodge.

Our aims and objectives are simple we empower service users to be recognized as individuals of our community and help them to lead a full active and

meaningful life. The home will provide excellent care with a respect for the individual's privacy, dignity, independence and their freedom of choice. The project is registered with the Care Quality Commission (CQC). We will make sure that all aspects of your care and needs are delivered in the highest standards. The home will offer you a comfortable homely environment/accommodation until such a time that you chose to move on or your individual needs change. The home will offer you a 24 hour support providing you with your personal care, emotional care and meet your social needs including your religious and cultural needs, treating you as valued members of our society.

Keeping in view the multicultural diversity in the Medway towns we adopt an anti discriminative policy and recognise and respect the spiritual and religious beliefs, dietary requirements and other individual requirements that service users may require. Representatives of all religious groups are welcome to the home if it is so desired by the service user.

FACILITIES AND SERVICES

The property comprises of a 22 bedded house with a secluded back garden area. There is a car park at the front of the home as well as plenty of off-street parking facilities. The home is situated in the town of Chatham and has easy access to the local shops, train station, buses, care services and places of worship. 16 of the 20 bedrooms have private en-suite facilities whilst all the other bedrooms have washing facilities with vanity units. The ground floor comprises of 13 bedrooms, all with private en-suite facilities, a communal bathroom with a hoist and hairdresser sink, one wet room with showering facilities with a toilet and hairdresser sink, service users toilet facilities, kitchen, 3 lounges, dining room and office and a secure medicine room. There is a communal lounge, which leads out onto a patio area and the garden.On the first floor there are 4 single bedrooms of which 1 is en-suite and a twin bedded room. On the second floor there are 2 bedrooms, 1single bedded and one twin bedded, both these rooms are en-suite.

Each bedroom has a bed, wardrobe, chest of drawers, bedside table and chair. There is a lockable cabinet for personal possessions. Televisions are provided in the lounge and can be bought in or provided in individual bedrooms if requested by the service users or their representatives. Access to the first and second floor is via stairs and a stair chair lift. You may also have your own furniture, bedding and other equipment but we will need to check them first to make sure they are safe to use and meet with all the requisite regulations. Your room can be decorated to your individual taste if you so wish. There is an onsite laundry facility where all your clothes are washed and ironed by the staff.

Each application for a place at Holly Lodge is given careful consideration depending on vacancies and after an assessment of their needs made by the local authorities, social services and by their financial circumstances i.e. whether they are self funding or local authority funded, a decision is normally made

within seven days. Where no vacancy exists it is possible for the applicant to be placed on the waiting list.

WHO WILL SUPPORT YOU?

There will be 24 hour care and support by dedicated, experienced and trained staff who will assist you at the home. You will have a named person (key worker) who will work closely with you to support you with all your individual needs and ensure your wishes and aspirations are taken into account.

THE NUMBER AND SIZE OF ROOMS IN THE HOME:

Room Sizes and Numbers		
Physical Environment	**Dimensions** ***(Metres)***	**FloorArea** ***(Sq Mtrs)***
Ground Floor		
Foyer	5.33 x 1.75	9.33
Office	2.10 x 2.80	5.88
Medicine room	1.40 x 1.30	1.82
13 x single Bedrooms ***(all en-suite with disabled facilities)***	3.00 x 4.00	12.00
Bathroom ***(with bath hoist, toilet and hairdresser sink)***	1.80 x 2.40	4.32
Bathroom 2 **(wet room with showering facilities , toilet and sink with disabled facilities)**		
Disabled toilet	1.50 x 1.90	2.85
Lounge 1	5.24 x 4.00	21.00
Lounge 2	5.00 x 4.80	24.00
Lounge 3		26.90
Dining room	3.89 x 3.42	13.3
Kitchen	4.70 x 2.60	12.22
Patio and garden area		
Stairs to first floor service by spiral Chair Lift		
Bedroom 1A **(en-suite with disabled facilities)**	3.70 x 3.70	13.69
Bedroom 1 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 2 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 3 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 4 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 5 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 6 **(en-suite with disabled facilities)**	3.00 x 4.00	12.00
Bedroom 7 **(en-suite with disabled facilities)**	2.70 x 5.30	12.40
Bedroom 8 **(en-suite with disabled facilities)**	2.70 x 5.30	12.40
Bedroom 9 **(en-suite with disabled facilities)**	2.70 x 5.30	12.40
Bedroom 10 **(en-suite with disabled facilities)**	2.70 x 5.30	12.40
Bedroom 11 **(en-suite with disabled facilities)**	3.20 x 3.80	12.10

Bedroom 12 **(en-suite with disabled facilities)**	2.60 x 5.30	12.20
Laundry room	1.40 x 3.00	4.20
Boiler cupboard 1		
Boiler cupboard 2		
2 storage cupboards		

First Floor		
Bathroom **(with hoist, bath, toilet and wash basin)**	2.84 x 2.67	7.58
Sluice room **(with sluice and macerator)**	2.50 x .900	2.25
Staff/ Visitors toilet	2.31 x 1.09	2.52
Residents toilets ***(with wash basin)***	2.18 x 1.14	2.49
Bedroom No. 1 ***(en-suite with disabled facilities)***	4.25 x 2.75	11.69
Bedroom No. 2 ***(double with wash basin)***	4.66 x 3.30	14.72
Bedroom No. 3 ***(single with wash basin)***	4.55 x 2.70	12.29
Bedroom No. 4 ***(single with was basin)***	4.55 x 2.70	12.29
Bedroom No. 5 ***(single with was basin)***	3.59 x 3.11	11.04
Storage Cupboard		
Corridor leading to Fire Escape		
Stairs to second floor service by spiral chair lift		

Second Floor		
Bedroom No. 7 ***(en-suite with disabled facilities)***	4.83 x 3.00	14.49
En-suite toilet	1.60 x 1.70	2.72
Bedroom No. 8 ***(en-suite with disabled facilities)*** leading to fire escape	6.90 x 3.50	24.15
En-suite toilet	1.60 x 1.20	1.92

Basement		
Staff and storage room	1.70 x 3.70	6.29
Freezer and boiler room	2.30 x 3.70	8.51

QUALIFACTION AND TRAINING

The home is committed to staff training and development. Apart from the requisite mandatory training it will ensure that all staff are trained to NVQ level 2 and 50% of the staff team is trained to NVQ level 3 standards. The management will focus on specific areas of training i.e dementia for staff to develop and acquire the necessary skills and qualifications they need to deliver consistent and efficient care and perform their duties well.

WHAT KIND OF SUPPORT AND FACILITIES CAN YOU EXPECT?

Personal Care Plan:

Your needs will be fully assessed by the home manager and your social worker prior to your admission to help us identify your individual requirements and specific needs and to ensure that we are in a position to meet them fully. We will find out about your preferred daily routine, likes and dislikes, you're tastes in relation to food and other special dietary requirement if you have. We will also find out about your social, domestic, religious and cultural needs, entertainment

activities and establish how you would like to have your intimate personal care be delivered. Your social worker and care co-ordinator will provide us with a full Community Care Assessment with their expectations of the level of support that is to be provided by the home.

Based on your identified needs we will prepare with you and your approval and the participation of other people involved in your care, a personal care plan (person centred) to enable the staff to support you in a consistent manner. The plan will be kept by the manager and reviewed on a regular basis to see that your care is being maintained. It will be available for inspection to the appropriate authorised authorities should they wish to see this.

The care plan also contain a risk assessment and risk management plan. It also includes details of health care needs, medication, GP details and any special needs required.

A pay phone is available for service users to make or receive calls from friends/relatives. If so desired the service user may at their own cost have a private telephone installed in their room.

Risk and Participation:

Where appropriate we will carry out a full risk assessment to protect you while supporting you are a resident at this home and support you to participate fully in activities of your choice. We will advise and support you to balance the element of risks against some activities that you may wish to pursue. We will not infringe on your rights in matters of your choice but, will advise you when we feel that the activity may pose too many risks and may not be appropriate for you. However, we will work with you to try to overcome or eliminate these risks / barriers so you can lead a fulfilling lifestyle of your choice.

KEY WORKER

You will be allocated a key worker within the first month of your admission. The key worker will take care of your interests and work with you to ensure you are comfortable and well cared for. The key worker will also be responsible for monitoring and reviewing your personal care plan and to prepare information for the regular reviews.

It will be the responsibility of the key worker to make sure that:

- The services users room is kept clean and tidy,
- Their clothes are individually marked (labels to be provided by service user) and are kept clean and in a suitable place.
- The service user as an adequate supply of toiletries (provided from their own resources)
- The service user's nails, hair etc and general appearance is of a good hygienic level.

- They make themselves familiar with the individual's details including likes/ dislikes, allergies, cultural preferences and hobbies etc.
- They inform management about any marked differences in the services user's general health and well being.
- They monitor, review and gather information on their respective service user and sit in on review meetings.
- They communicate with outside professionals who may have an active involvement with the service user.
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The key worker will always work closely and be supervised by management and service users will have a choice as to which member of staff they would prefer to have as their key worker. Where a service user is unable to make that choice due to their mental capability a member of the family or friend can make that choice and management will e available to offer any assistance. Should you be unhappy with your key worker you can talk to the staff or the manager to change him / her.

HEALTH AND SPECIALIST NEED

You will be assisted to register with a local GP and dental practice of your choice. If you require other specialist services i.e. Opticians, Chiropody, Occupational Therapy, Physiotherapy then this will be utilized as and when required. The staff will support you to your appointments. If you are able and willing to self-administer any of your medications and it is identified in your assessment of needs then the home will ensure that you are supported to do so in the safest possible manner, if you do not self medicate the staff will support you to take your medication regularly and safely in accordance with legislation and good practice.

MEALS AND MENUS

We will offer you a range of choice of meals so that you have a healthy balanced diet. Any special cultural or religious requirements will be met. Meals will be provided three times daily of which one will be a cooked meal. There is no specific time that meals are served in the home. You are therefore free to eat your meals at any reasonable time and at your leisure. If you wish you can have a meal plan weekly of your choice and service users are entitled to have their meals either in the dining room or in their own rooms.

TRANSPORT

The home does not have its own transport .In the event of external appointments or outings you will need to be transported by your relatives, social worker or other authorised modes of transport i.e ambulance etc. If the home has to arrange paid transport i.e taxis, you will be told of the charges in advance and if agreed these costs will be charged to your account.

LEISURE AND RECREATIONAL ACTIVITIES

You will be encouraged and supported to pursue your favourite leisure and recreational activities. This includes outings, holidays, short breaks and dining out. If you wish to pursue any leisure activities at home i.e. aromatherapy then we will make sure that the person is trained and qualified to carry out the activity.

YOUR MONEY

You will be encouraged to be as involved in managing your own finances as possible, with support from staff when necessary. If this is not possible, the staff will exercise some control over your finances along with an appointed person who acts as a DSS appointee. Disposable income is kept in lockable tins in-house and a safe is available for other valuables. You will be encouraged to have a savings account to safeguard savings and avoid large amounts of cash accumulating in the home. Staff will adhere to strict financial procedure and records will be maintained. Your approval will be sought before any expenditure is agreed.

USER SURVEY AND VIEWS OF THE HOME

We are committed to maintaining and improving the quality of our service and have contracted both Training and Health and Safety professional bodies to ensure that standards are constantly met. We have a comprehensive Quality Policy and Procedures Manual which is constantly under review. An important aspect of our approach to quality management is to obtain the views of all our stakeholders, particularly your views and those of the other users, relatives and their representatives. We do this by our regular reviews with each individual service user and on more general matters through house meetings, questionnaires with both staff and users.

IF YOU WANT TO LIVE AT HOLLY LODGE RESIDENTIAL CARE HOME THEN ……

You must speak to your social worker / Care Co-ordinator and ask them to make a referral for you to use this service.

WHAT HAPPENS IF YOUR SOCIAL WORKER MAKES A REFFERAL?

Once a referral is made we will invite you and your representative / relatives to visit Holly Lodge Residential Care Home and show you the vacant room, to discuss the facilities on offer, give you an opportunity to meet other service users and staff and talk about any concern or questions you may have. If you and your care co-ordinator wish to proceed then the Home Manager and / or one of

the staff will visit you at your current address to carry out a full pre-admission assessment and talk to you and your carers.

ADMISSION, OCCUPANCY AND TERMINATION OF CONTRACT

If you and your representative have agreed with the home Manager that Holly Lodge Residential Care Home is an appropriate place where you can live comfortably and your needs can be met, then arrangements as per the Admissions Policy will be made to start the process of admission. You will agree with the Home Manager the best ways for you to join the home. You may wish to visit a few times and have meals or spend a couple of days or night stay before making a final decision. The choice will be yours and agreed with your care co-ordinator who will be responsible for the payments of the fees to Imperial Care UK Limited. You will occupy the room identified during your visit and a contract of residence will be issued and you or your representative will have to sign this. (A copy will remain in your file) You will have a trial period of one month for both parties (you and the Home staff) to decide whether you are happy with your placement and for the staff to confirm whether they can meet your needs adequately. You may terminate your contract of residence at anytime by giving the appropriate notice. Likewise, the care home reserves the right to terminate the occupancy by giving the appropriate notice, currently 28 days.

Permanent placements are based on these following criteria:

- **For self funding clients.** The placements will be confirmed once their assessment has been carried out and the client signs the Home's "Contract for Residency Agreement"
- **For referrals from local authority.** Once the service user has been assessed and a care plan agreed which deems the home suitable to the needs of the individual a contract will be issued and signed by the local authority social services department and the client.
- **Emergency placement.** Following an emergency placement by the local authority and the service users care plan confirms that the home is capable of providing the relevant care.

A full assessment of the service user and a comprehensive care plan will be produced within 48 hours following admission

Note: The home reserves the right to refuse admission to any potential service user whose needs management and staff feel the home will not be able to meet.

KEY CONTRACT TERMS – ADMISSION, OCCUPANCY, TERMINATION OF CONTRACT

When people move in to the home they have one month built into their occupancy agreement to decide whether this is the home where they wish to adopt as their new place of residence. This period provides an opportunity for staff to get to know the individual, their family, friends and representatives and to identify their needs and preferred routine. During this time the persons care and support requirements are assessed and developed into an agreed plan. This will include any risk assessment carried out and the service user, the relatives and representatives will all be involved to make sure that the plan agreed upon is acceptable to all.

FEES AND WHAT THEY COVER

Your fees will cover you for your single private occupancy with full board and lodging, household bills, all laundry done on the premises and 24 hour care support. Fess are charged on a weekly basis (using a daily scale and are paid one calendar month in advance) The fee is payable by your placing authority, or in the case of private clients by the representative who has signed the contract. If for any reason you require extra hours or support then this will be negotiated with your care co-ordinator or your funding authority at an additional charge.

WHAT YOU ARE EXPECTED TO PAY?

You will be expected to pay for your toiletries, items such as newspapers, videos, books and magazines, cosmetics, clothing, entrance fees to leisure activities, additional holidays and other outings that are additional that you may want to pursue in as extra activity other than planned/ supplied by the home. Any electrical equipment belonging to the service users will have to be PAT tested annually and costs charged to your account.

OTHER SERVICES PROVIDED

The following services are performed on the homes premises but are not included in the service user's weekly fees and will have to be paid for separately:

- Hairdressing service (weekly)
- Chiropody (every six weeks)
- Optician (annually)
- Dentist (annually)
- Hobbies perused by service users other then that offered by the home.

Service users or their relatives/representatives are free to make their own arrangements for the provision of such services.

PAYMENT OF FEES

Fees can be paid either by cheque or bank transfer. No VAT is charged an invoice system applies.

The fees shall remain unchanged unless the proprietors give a minimum of four weeks written notice or unless both parties agree to an amendment.
The guarantor will be personally responsible for the service users fees, on demand and with out limitation which remains in arrears for a period exceeding one month.

Fees are reviewed at the beginning of each financial year.

The weekly fees with effect of 6th April 2015 are from:

- Single room – Ground Floor (en-suite) =£520.00
- Single room – First Floor =£495.00
- Shared room - First Floor =£485.00
- Single room – Second Floor =£495.00
- Shared room – Second Floor =£485.00

Depending on the assessment and needs of the service user, there may be an additional top-up, to be agreed prior to placement.

Should you need further details please contact the manager.

DRUGS, MEDICAL AND HOME REMEDIES

All drugs or medication prescribed for the service user will be held and administered by management and staff of the home.
The home holds a "No- Home Remedies" policy and as such we do not hold or administer home remedies as part of the service provided.

PERSONAL EFFECTS

At the discretion of management and subject to inspection to ascertain the safety and fitness for intended purpose, the service user may bring to the home small items of furniture and electrical equipment. Transportation to the home, insurance and eventual removal of such items such remain the responsibility of the service user, their family, executors, guarantors or someone with the power of attorney over the client.

Basic insurance cover is provided by the home. However, should the service user require additional cover for personal items such as jewellery and money this can be arranged through recognised insurance at personal expense of the service user.

Prior to admission, the service user shall have a will in place. The proprietor, Manger or staff at Holly Lodge **will not,** under any circumstances act as witnesses or Executor to any service users will.

In consideration of the health and welfare of all our service users, pets are not encouraged.

MEMBERSHIPS AND OTHER AFFLIATIONS

Holly Lodge currently is a member of:

- The Kent Care Home Association (KCHA)
- Medway Forum
- Federation of Small Businesses

INSPECTION REPORTS

The most recent inspection reports are available on request from the manager of the home. Alternatively they are available for public viewing at the main libraries in the Medway towns or on the website of the Care Quality Commission.

WHAT HAPPENS IF YOU HAVE CONCERNS OR COMPLAINTS?

There is a full complaint procedure available for you and your families to exercise on any subject of your care / support, home etc. You can do this without any fear of incurring discrimination or disapproval. The home will ensure that all complaints are fully investigated and a satisfactory outcome achieved where possible. If you or your families are not satisfied with the outcome then you can make a complaint to:

1. Mrs Catherine Arthur
   Registered Manager
   Holly Lodge Residential Home
   208 Maidstone Road
   Chatham
   Kent
   ME4 6HS

   Tel: 01634 843588

2. Mrs K Brah
   Head of Care Services
   Imperial Care Home UK Limited
   208 Maidstone Road
   Chatham
   Kent
   ME4 6HS

Tel: 01634 843588

3. Mr D S Garcha
   Proprietor and Administrator
   Imperial Care Home UK Limited
   208 Maidstone Road
   Chatham
   Kent
   ME4 6HS

   Tel: 01634 843588

4. The Local Authority Social Services at
   Medway Council
   Social Care Commissioning Team
   2nd Floor
   Kingsley House
   37-39 Ballmoral Road
   Gillingham
   Kent

   Tel: 01634 306000

OR IF YOU ARE NOT ENTIRELY HAPPY WITH HOW YOUR COMPLAINT WAS INVESTIGATED OR DEALT WITH THEN YOU CAN WRITE TO:

5. Care Quality Commission
   South East
   Citygate
   Gallowgate
   Newcastle Upon Tyne
   NE1 4PA

   Tel: 03000 616161

CONCLUSION

We hope this guide has provided you with useful information and is a good source of reference.
This service user guide is reviewed and updated annually and any changes made will be notified to the appropriate authorities. Should you have any inquiries please do not hesitate to contact us.

Reviewed on : 06/01/2015